

INNOWOOD

Natural Series Warranty

Interior Wall Linings • Interior Ceiling Systems • Interior Decorative Screens

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Warranty Provider	INNOWOOD GLOBAL PTY LTD ACN 682 880 182

Read with the Master Warranty

This Product Schedule forms part of the Natural Series Product Warranty Pack and must be read with IW-MW-001 — INNOWOOD Customer Master Warranty. This Schedule states the Natural Series coverage, Warranty Periods and product-specific conditions.

Warranty Provider and First Point of Contact

INNOWOOD GLOBAL PTY LTD is the Warranty Provider under this Product Warranty Pack. The Supplying Entity identified as the seller on the customer’s invoice or other authorised sales documentation is the customer’s first point of contact for after-sales service and Warranty Claims and administers the claim in accordance with the Master Warranty.

1. Products and Approved Applications

1.1 Covered Products

This Product Schedule applies only to a Product that is identified as an INNOWOOD Natural Series Product in the customer’s invoice or other authorised sales documentation.

This Product Schedule does not apply to a Product expressly covered by another INNOWOOD Product Schedule.

1.2 Approved Interior Applications

In this Product Schedule, **Approved Interior Application** means one of the following interior architectural applications, provided that the application is permitted by the Applicable Product Documentation:

- (a) Interior Wall Linings;
- (b) Interior Ceiling Systems; or
- (c) Interior Decorative Screens.

Exterior, semi-exterior and any other application not permitted by the Applicable Product Documentation are not Approved Interior Applications under this Product Schedule. Further application limits are set out in Clause 5.3.

1.3 Product Description

Natural Series Products are engineered composite products intended for approved interior architectural applications and have a factory-applied coating on the exposed surface.

1.4 Scope of Coverage

Coverage under this Product Schedule applies only to:

- (a) the covered Natural Series Product; and
- (b) any Installation Accessories expressly covered under Clause 3.3.

Unless expressly stated otherwise in this Product Schedule, coverage does not extend to project design, installation workmanship, supporting construction, substrates, framing, waterproofing, drainage, ventilation, sealants or Third-Party Products.

2. Natural Series Product Documentation

The Applicable Product Documentation for Natural Series Products includes, as applicable, the relevant installation manual or guidelines, Care and Maintenance Guide, technical data sheets, standard details, technical bulletins and approved project-specific written requirements.

Those documents apply in accordance with Clause 1.3 of the Master Warranty. The eligibility, compliance and causation provisions in Clause 5 of the Master Warranty also apply.

3. Natural Series Warranty Coverage

3.1 Product Integrity Limited Warranty

Subject to the Master Warranty and this Product Schedule, the Warranty Provider warrants that, during the applicable Warranty Period, the covered Natural Series Product will remain free from a Manufacturing Defect that materially impairs its physical integrity or intended function and causes:

- cracking or splitting;
- rotting, splintering or material breakdown;
- moisture-related material deterioration occurring under normal conditions within an Approved Interior Application.

A crack, mark, distortion, colour variation or other observable condition does not, by itself, establish a Manufacturing Defect. The reported condition must satisfy the requirements of this Clause 3.1 and be assessed in accordance with the Master Warranty.

Normal ageing, fair wear and tear, reasonable product variation and the expected characteristics described in Clause 5 are not covered under this Clause 3.1.

3.2 Surface Finish and Aesthetic Limited Warranty

Subject to the Master Warranty and this Product Schedule, the Warranty Provider warrants that, during the applicable Warranty Period, the original factory-applied exposed surface will remain free from a Manufacturing Defect that causes peeling, blistering, flaking, abnormal discolouration, excessive fading or localised spotting.

For this Product Schedule, excessive colour change means $\Delta E^*_{ab} > 6$, determined in accordance with ASTM D2244 relative to a verified production reference sample or production colour record.

The colour change is covered only where it is determined to have resulted from a Manufacturing Defect and not from normal ageing, exposure conditions, cleaning, maintenance or another external cause.

Coverage under this Clause 3.2 applies only to the original factory-applied exposed surface in an Approved Interior Application. It does not apply to cut edges, concealed surfaces, field-applied paint or touch-up, third-party coatings, sealants or Installation Accessories. The characteristics, application limits and exclusions in Clauses 5 and 6 also apply.

3.3 Installation Accessories

Installation Accessories supplied by the Supplying Entity, identified in the customer’s invoice or other authorised sales documentation and expressly covered by this Product Schedule are warranted to be free from defects in materials or manufacture for the one-year Warranty Period stated in Clause 4, commencing in accordance with Clause 4.3 of the Master Warranty.

This coverage does not apply to failure, damage or deterioration caused or materially contributed to by corrosion, staining, loosening, movement, incorrect installation, unsuitable substrates, over-tightening, impact, chemical exposure, interaction with dissimilar materials, failure of surrounding construction or failure of a Third-Party Product.

4. Warranty Periods

Coverage Category	Product Integrity Limited Warranty	Surface Finish and Aesthetic Limited Warranty
Residential Interior Application	25 years	15 years
Commercial Interior Application	15 years	10 years
Installation Accessories	1 year	Not applicable

Each Warranty Period commences in accordance with Clause 4.3 of the Master Warranty.

Coverage applies only while the Product remains installed and used within its Approved Interior Application and otherwise complies with the Master Warranty and this Product Schedule.

A **Residential Interior Application** means an Approved Interior Application within a private dwelling, apartment or townhouse that is intended for normal private residential use.

A **Commercial Interior Application** means an Approved Interior Application within a commercial, retail, office, hospitality, education, healthcare, public or institutional environment. It also includes residential common areas, communal facilities, short-stay accommodation and other areas subject to public, shared or higher-frequency use, unless expressly classified otherwise in writing by INNOWOOD GLOBAL PTY LTD or its authorised warranty administrator.

The remaining contractual Warranty for a Residential Interior Application may be transferred once in accordance with Clause 9 of the Master Warranty.

5. Natural Series Characteristics and Application Limits

5.1 Colour and Surface Appearance

The product variation and visual matching provisions in Clause 6.2 of the Master Warranty apply.

Natural Series Products are engineered composite products containing wood fibre and polymer materials. Reasonable variation may occur between Products and production batches in colour, tone, grain, texture, gloss and overall surface appearance. Samples, photographs, brochures, display boards and digital images are indicative only.

Natural Series Products are not warranted to remain completely unchanged in colour or appearance, or to be fade-proof, stain-proof or scratch-proof. A colour or surface condition is covered under Clause 3.2 only where it satisfies the coverage requirements of that clause and results from a Manufacturing Defect.

5.2 Normal Ageing and Recoating

The normal ageing provisions in Clause 6.1 of the Master Warranty apply. The factory-applied coating and Product may undergo reasonable changes in colour, gloss, texture and appearance over time.

Recoating is permitted only where allowed by the Applicable Product Documentation. A field-applied recoat may differ from the original factory finish and is not covered under the Surface Finish and Aesthetic Limited Warranty unless expressly warranted in writing.

5.3 Interior Application Limits

Unless expressly approved in writing, an Approved Interior Application does not include:

- exterior or semi-exterior use;
- structural or load-bearing use;
- wet areas or locations subject to persistent moisture, condensation or water ingress;
- high-impact or industrial environments;
- excessive or reflected heat;
- prolonged or concentrated direct sunlight;
- ultraviolet exposure beyond approved interior conditions; or
- any other application outside the Applicable Product Documentation.

The description of a location or application as “interior” does not, by itself, establish that it is approved. The Product must be suitable for the actual environment, use and Site Conditions.

5.4 Surface Maintenance

Mould, mildew, algae, dust, dirt and other surface deposits may accumulate where moisture, humidity, ventilation or maintenance conditions allow.

Such accumulation is generally an environmental or maintenance condition and does not, by itself, constitute a Manufacturing Defect. The Product must be cleaned and maintained in accordance with the applicable Care and Maintenance Guide.

6. Natural Series-Specific Exclusions

The general exclusions in Clause 6 of the Master Warranty apply. In addition, this Product Schedule does not cover:

- use outside an Approved Interior Application, including any application excluded under Clause 5.3;
- normal ageing, coating wear, or changes in colour, gloss or appearance that are consistent with the expected product characteristics or do not exceed an applicable express performance criterion;
- abrasion, scratches, scuffs, dents, impact, staining, contamination, or damage caused by unsuitable cleaning products or methods;
- damage or deterioration caused by prolonged or concentrated direct sunlight, ultraviolet exposure beyond approved interior conditions, excessive or reflected heat, condensation, water ingress, persistent moisture or inadequate ventilation; or
- field-applied coatings, recoating, touch-up paint, sealants or other finishes not applied during manufacture.

The causation principles in Clauses 5.3 and 6.4 of the Master Warranty apply to these exclusions.

7. Warranty Claims and Responses

A Warranty Claim must be submitted in accordance with Clause 7 of the Master Warranty. The Claimant must provide the information and supporting evidence reasonably required under the Master Warranty.

If a Warranty Claim is accepted, any Warranty Response will be determined in accordance with Clause 8 of the Master Warranty, this Product Schedule and Applicable Law.

Repair or replacement applies only to the affected Product or component. Any replacement or substitute Product is subject to the product variation and visual matching provisions in Clause 5.1 of this Product Schedule and Clause 6.2 of the Master Warranty.

8. Australian Consumer Law

The Australian Consumer Law provisions, including the mandatory statement, in Clause 10 of the Master Warranty apply to this Product Schedule.